Jason Kelso

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Payments-focused Product & Program Manager with 10+ years building and scaling fintech products across Amazon, Stripe, and Sprout Social. Known for translating complex data into product strategy, shipping features that move key metrics, and leading cross-functional teams through ambiguity. Proven track record using generative AI to drive operational efficiency. Seeking a Senior PM role where I can own a product surface and drive measurable user outcomes.

EXPERIENCE

Amazon · Seattle, WA

Payments Program Manager Mar 2025 – Present
- Present strategic data narratives on Amazon's $30M payments contact surface to Director-level stakeholders, directly influencing the global payments roadmap.
- Identified and shipped a generative AI solution to automate contact analysis — reducing manual review time by 40% and delivering $90K in annual savings.
- Define KPIs, success metrics, and product scope across Engineering, Ops, Product, and Finance — aligning global stakeholders on priorities and outcomes.

Program Manager, Payments Support May 2023 – Mar 2025
- Owned product and operational strategy for a payments support program handling 6M+ annual contacts, improving routing logic, tooling, and resolution workflows.
- Designed and launched contact-routing features for payment issues, reducing repeat contact rate by 25% and increasing average resolution speed by 30%.
- Used performance data to guide vendor management decisions — launching and sunsetting global support centers based on outcome metrics.

Payments Business Analyst Mar 2020 – May 2023
- Partnered with Product to design features that reduced customer friction in payment flows, supporting international expansion into Canada, Italy, and Belgium.
- Built and scaled onboarding and training programs for 7 Business Analysts, establishing operational processes that enabled long-term team performance.

Stripe · Seattle, WA

Product Strategist, Applications Feb 2019 – Jan 2020
- Owned product roadmap prioritization for Stripe Billing — synthesizing support analytics and customer feedback to define what got built and when.
- Shaped go-to-market strategy for new payments features, collaborating cross-functionally to drive adoption across enterprise clients.
- Appointed Lead of The Black Stripes, Stripe's internal community for employees of the African diaspora, strengthening inclusion across the organization.

Sprout Social · Seattle, WA

Strategic Services Consultant · Product Owner Jul 2017 – Feb 2019
- Acted as Product Owner for enterprise listening features — gathered feedback, wrote requirements, and partnered with Engineering and CS to ship improvements.
- Developed sales enablement programs and certifications to train Sales, CS, and Solutions teams on the platform's analytics capabilities.

Product Support Specialist Jan 2016 – Jul 2017
- Rebuilt internal processes for enterprise customer data requests, improving response times and reducing manual workload.
- Led company-wide diversity discussions that resulted in updated values and new hiring practices.

SKILLS & TECHNOLOGIES

Product Management · Program Management · Payments & Fintech · Generative AI & Prompt Optimization · Data Analysis · SQL · Advanced Excel · Salesforce · Atlassian JIRA · Stakeholder Management · Go-to-Market Strategy · Cross-functional Leadership

EDUCATION

Carnegie Mellon University
B.S., Chemical Engineering · Pittsburgh, PA

INTERESTS

Flute Performance · Cooking · Weightlifting · Indoor Gardening · Travel